

## Youtube and Diplopedia



Project Title	Youtube and Diplopedia
Project Summary	Launch a Youtube Channel, engage customers (Public Relations) and write Wikipedia Articles
Country	United States
Agency	Department of State
DoS Office	IRM/OPS/RIMC
Post	N/A
Section	N/A
Number of Interns	2

## Project Description

Our office is in the midst of migrating customer engagement from Sharepoint and Email to a more public forum that allows for discussion, especially subject matters that would require continuous feedback. This means creating videos on YouTube and articles on Wikipedia (our version) that reflect those discussions or tutorials. Many of the products our office supports are proprietary and/or really old equipment and require a more approachable and open format than the traditional e-mail would allow.

The Workflow: Our technicians would generate raw video content (mostly tutorials) on products and you would take that content edit it and present it as a host and admin follow on discussions.

The intern would have control on how technical content would be presented to an audience, additional engagement such as Q&A would materialize within Youtube and then brought back into the Wikipedia platform for those subjects with long term value. The goal would be for the intern to bring in as much customer engagement as possible.

The student would need to have a firm understanding of multimedia production, Youtube video creation and at least some understanding of Wikipedia markup language.

## Desired Skills Interests

## **Additional Information**

Problem solving: The intern team would also track the YouTube analytics and look for ways to bring on more customer engagement.

Content: our office has two overseas presences that cover Asia, Africa and Europe and has approximately 40 technicians from which you would be working with and getting information from. They would be the main source of information for knowledge.

## **Language Requirements**

*None*